

News Connection

A monthly newsletter for DSHS staff and friends

A creative approach in Port Townsend involves taking family planning to jail

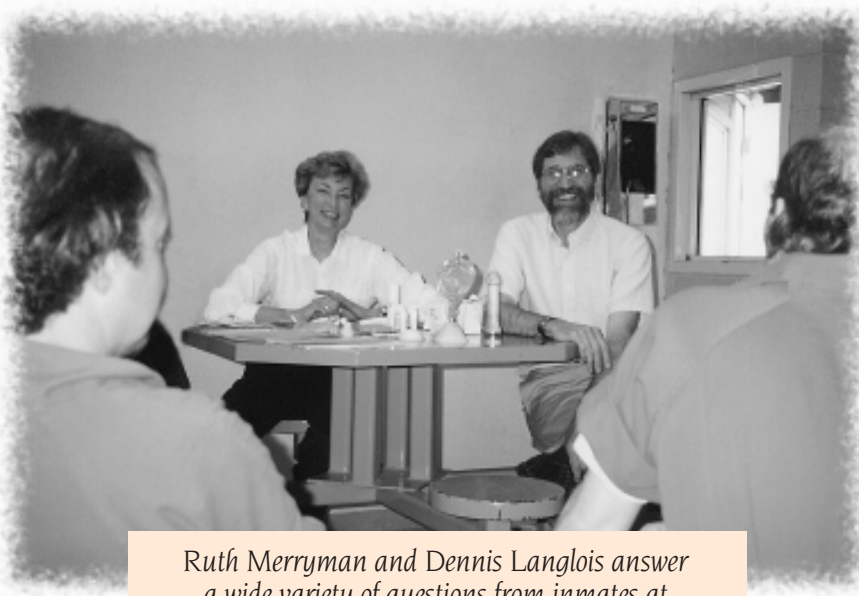
When one thinks of family planning, babies come to mind. But family planning teachers see a much bigger world that includes sexually-transmitted diseases, older mens' predatory behavior resulting in teen pregnancies, and alcohol/drug abuse and related diseases.

As Ruth Merryman, family planning social worker with the Port Townsend Community Services Office, was scanning the weekly county jail report she began to notice that a number of the inmates were also CSO clients or client's partners or spouses.

She believed that these inmates could benefit from family planning and safe sex messages. Merryman joined Dennis Langlois of the Jefferson County Health Department, in convincing the Jefferson County Sheriff and the CSO administrator, Dennis Kelly, that bringing a program to the inmates in the jail setting was a good idea.

"The sheriff was eager for the program right away," said Kelly. "And once my security concerns were allayed, so was I. One of our primary goals with family planning is to reach out to the community as thoroughly as we can."

The first presentation to inmates in June was so successful that jail staff asked them to



Ruth Merryman and Dennis Langlois answer a wide variety of questions from inmates at Jefferson County jail.

come back and give a presentation to staff and their families.

Merryman began with the CSO six years ago, but she previously developed such a program of bringing family planning information to inmates in the Washington, D.C. metropolitan area jails and prisons.

The relaxed sessions are held every two weeks in the jail. It doesn't take long for the inmates to get into the give-and-take of the sessions. And no questions are taboo.

The Merryman and Langlois explain birth control methods in an unembarrassing way to

the mixed audience and neither the men nor the women hesitate to seek more details.

Safe sex and family planning information is just part of the message that includes the dangers of alcohol and drug abuse.

"One concern we hear over and over is hepatitis; how you get it, what kinds of hepatitis are out there, how to prevent it," said Merryman. "And there are always plenty of questions around HIV/AIDS." In addition to sharing information, Merryman and Langlois also provide HIV/AIDS counseling and testing.

"Even if we can't convince an inmate to seek drug treatment, we can inform them how to be safe and clean to avoid getting diseases they then spread, and what resources are out there for them," Merryman said. "We hope the information and frank talk about inmates' issues will reduce unwanted pregnancies and infections. Hopefully, if we can affect behavior up front, we can even have an impact on our caseloads."

Other CSOs have been in touch with Merryman to learn how they can develop such an outreach program in their areas. For more information contact Ruth Merryman at (360) 379-5002.

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Just two hours a month could change your community

Have you thought about doing some volunteer work in your community, but don't know what program or activity is a good fit for your talents and interests? Or maybe you know where you would enjoy volunteering, but don't have the time to figure out who or where to call? Then the "Community Counts" Volunteer Pledge Drive is for you!

Community Counts, is a state initiative to support healthy communities, families, and kids. The initiative's volunteer pledge drive, which kicks off this month, has the endorse-

ment of the United Way of King County, Retired Senior Volunteer Program (RSVP), DSHS, the Department of Health, Family Policy Council, Community Public Health and Safety Networks, and many more local agencies, organizations.

The goal of the pledge drive is to get whole communities working together for children and families so that we can have a real impact on reducing youth violence, child abuse and neglect, and other destructive behaviors.

(Continued on page 5)

The News Connection

DSHS Communications
PO Box 45110
Olympia, WA 98504-5110

BULK RATE
U.S. POSTAGE PAID
Olympia, Washington
Permit 297

Secretary's
corner
by Lyle Quasim

Seniors and disabled adults in Washington state are fortunate to have a wide range of choices for their long-term care needs. The high quality and breadth of services provided are the direct result of leadership from management and the commitment and caring of staff in our Aging and Adult Services Administration (AASA).

Assistant Secretary Ralph Smith and his staff are recognized nationally by the U.S. General Accounting Office and the American Association of Retired Persons for their leadership. Indeed, with the Long-Term Care Options Program, Washington is recognized among the top three states in the nation in caring for their elderly and disabled residents.

Every AASA client's needs are assessed individually. They are offered a full array of home care, community residential and nursing home service options. The clients and their families are partners with staff in all planning and service coordination decisions.

In developing this comprehensive program, AASA worked closely with consumer advocates, who prefer choice and home- and community-based services. In most states, nursing homes, which are very costly, are the primary long-term care option. In AASA's program, funds that previously went for nursing homes now are stretched farther for less-expensive, and more appropriate, care alternatives.

AASA management is facing a number of challenges. They are focused on (1) promoting the appropriate use of nursing homes; (2) expanding the availability of home and community-based services to meet the growing demand from disabled clients of all ages; (3) strengthening case management and quality-of-care in all long-term care settings.

The safety of our clients and their quality of life often depend on the professional judgment and consistent high quality of work performed daily by AASA staff across the state.

I commend AASA staff for their vision and determination in giving our elderly and disabled residents respectful and safe choices.

Lyle Quasim



Survey takes a look at what clients have to say about Healthy Options

Client "Thank you so much for all the support. I would be homeless, on the streets, and wouldn't have been able to give birth to such a beautiful, healthy baby boy. Thanks again."

"This is one of my favorite quotes from the 1996 Healthy Options Client Satisfaction Survey," said Alice Lind, a nurse consultant advisor with the Quality Management section in the Division of Health Services Quality Support. She is responsible for the client satisfaction surveys.

"Not all the comments we get are so positive, but even the negative ones are helpful to improve care and services to clients on managed care."

Healthy Options is the Washington State mandatory managed care program for Medicaid clients. The Medical Assistance Administration began mandatory managed care in Kitsap County in 1986 as a pilot project that was expanded into Mason and Jefferson counties in 1992. By July 1995, Healthy Options was fully implemented statewide.

Under Healthy Options, clients have a primary care provider (PCP) who provides or arranges for all covered medical care 24 hours a day, seven days a week. Healthy Options was developed to primarily serve women and children and as of September, there were over 470,000 clients on Healthy Options.

Client "I am very pleased with the help I got and the respect I got working with the DSHS and Healthy Options personnel."

Healthy Options crosses more than four divisional lines, including mental health and disabilities. The Division of Program Support and the Division of Client Support have programs to take care of client education, eligibility policies, claims processing, managed care program development and administration, coordination of benefits, enrollment, exemptions, and customer service. The Division of Health Services Quality Support, with Phyllis Coolen as the director, deals with the quality management portion of Healthy Options. That's where Lind and her team of colleagues come in.

Client "I feel Healthy Options was, and still is the best choice of medical coverage. [I] Would never change."

Healthy Options has set up some pretty hefty goals for managed care and following through on these goals is a number one priority. Healthy Options aims to ensure high quality, comprehensive care through a managed Medicaid quality improvement system, with an increased emphasis on prevention. To make sure MAA achieves this goal, Lind coordinated the client satisfaction surveys.

"What better way to find out if our customers are satisfied than by going directly to the source," Lind said.

Of the 8,000 respondents in 1996 who had been on the same plan for several months:

- Over 80 percent understand how to obtain care through Healthy Options.
- Over 90 percent know who their primary care provider is.
- 60 percent feel their care is better now than before they were on Healthy Options.
- More than half rate access to primary and specialty care as very good or excellent for all managed care plans.
- More than half rate overall satisfaction as very good or excellent.

Client "Really appreciate the coverage for my 8-month-old son. It is a relief to be able to take him in for his required shots and checkups and to not

have the burden of the financial end. This program is so helpful, so I can enjoy my healthy son through a tough time in my financial situation. Thank you!"

The survey was developed through the Office of Managed Care and the Division of Utilization Services to learn the satisfaction level of MAA clients who were under a managed care program and to a certain extent, evaluate the quality of care that was provided. The information obtained is shared with the Healthy Options providers to assist them in their strategic quality planning, assessment, and monitoring.

One of the unexpected benefits of the satisfaction survey, according to Lind, came from those clients who directly named their primary care providers as going beyond the call of duty in caring for their patients. Because of the feedback, Jane Beyer, the assistant secretary for the Medical Assistance Administration, was able to recognize those providers with a thank you letter.

Client "I like Healthy Options because the doctors and nurses are so kind, polite and helpful. They treat us so well and do their job very carefully especially when my kids are sick. They do the best they can. I think Healthy Options is the most excellent program I have ever joined."

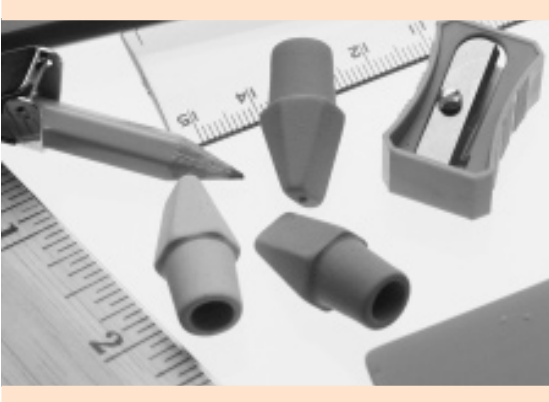
Taking care of the neighborhood school

Staff in the Spokane Division of Disability Determination Services Office wanted to make sure that children from low-income families in the neighborhood school were able to begin the school year with the needed supplies. Through cash donations and an ice cream social they raised \$190 to make that happen.

The local Shopko also gave a 20 percent discount off the sale prices to extend the purchase power of the donations.

Reflecting how important this contribution was, Steve Barnes, the Large School Facilitator at Holmes Elementary School, wrote

"...Seeing the radiant glow on children's faces along with an ear-to-ear smile reinforces how an effort like this really makes a difference. Our children were able to feel just like the other boys and girls around Spokane with new school supplies, eager to begin learning this year."



Sharing our successes and commitment to reaching beyond the expected to the excellent

Quality IN DSHS

Medical Assistance Administration

VISION STATEMENT —
MAXIMIZE OPPORTUNITIES FOR LOW-INCOME PEOPLE TO OBTAIN APPROPRIATE, QUALITY HEALTH CARE.



JANE BEYER
ASSISTANT SECRETARY

The Medical Assistance Administration (MAA) embarked on Phase 1 of our Quality Initiative two years ago. MAA contracted with the Xerox Corporation who provided coaching, training and guidance to the Executive Management Group (EMG) and middle management.

MAA purchased a license for the Quest 2001 training, selected candidate instructors and provided training for staff at all levels. Quest 2001 is a seminar on process-improvement tools that emphasizes experiential learning.

The Executive Management Group chartered the MAA Redesign Team to develop a proposal to realign the organization to be a better managed health care purchaser and to better use quality improvement principles in our organization.

The Redesign Team was elected by the staff of MAA and was made up of 11 staff at all levels from a division director to line staff. Each division was represented on this team. The team spent five months collecting, analyzing and validating data. There was management guidance throughout the process and they presented their final report to the EMG in November 1996. With few modifications, the Redesign Team's recommendations were approved by the EMG.

The EMG chartered Functional Implementation Teams to complete the details of the realignment, i.e., staffing levels, position descriptions or CO's for new positions, etc. These teams were also elected by staff.

The Washington Federation of State Employees developed a process to elect the bargaining unit members as did management for the non-bargaining unit members. Phase 1 of the Quality Initiative was completed on May 1 "Flip Day" when the organization flipped to the new alignment.

QUALITY LEADERSHIP

As MAA moves into Phase 2 of the Quality Initiative, our challenge is to operationalize quality leadership throughout our organization. Education, effective communication and continued collaboration with labor are key to the success of this effort.

Employee empowerment is not something management implements. Management's role is to create an environment that encourages creativity, innovation, and risk-taking; and that provides safety and support to staff. Therefore, we continue to train staff on process improvement tools through the Quest 2001 program. Additional training is being researched, including data analysis and management, issue-based bargaining and team building. The quality coordinators are developing needs assessments in each of their areas of focus to ensure that the services provided and the way they are provided are based on customer-driven data and meet customer needs. MAA provides staff with a weekly newsletter, the QEES Notes, to keep them up-to-date. The first issue was published in August. A quarterly magazine will be published to provide more in-depth information with a first edition planned for October. In July 1996, MAA conducted an employee survey from which we developed a baseline. This employee survey is proposed to be conducted annually and will provide valuable planning data for management.

COLLABORATIVE EFFORTS WITH LABOR AND MANAGEMENT

Most of what MAA has accomplished has been possible through the collaborative efforts of labor and management.

Divisions

DIVISION OF CLIENT SUPPORT

Director: Steven Wish

Mission: The Division of Client Support helps Medicaid clients access medical services by operating a customer services telephone hotline; enrolling clients in managed care; centralizing eligibility determinations for children and pregnant women; coordinating Medicare and private insurance benefits; client advocacy and complaint resolution; and managing transportation and interpreter services.

DIVISION OF DISABILITY DETERMINATION

Director: Don Larsen

Mission: To provide disability determination services for the Social Security Administration's Social Security and SSI clientele in the state of Washington. We also provide disability determinations for the DSHS medically-needy clientele. All of these determinations must conform to the Federal SSA disability standards and must be done in a timely, cost effective manner.

DIVISION OF HEALTH SERVICES AND QUALITY SUPPORT

Director: Phyllis Coolen

Mission: To work in partnership to promote and improve the quality of health care consistent with community practice standards and including: access, cost effectiveness, coordination and accountability to produce positive client outcomes.

DIVISION OF OPERATIONAL SUPPORT SERVICES

Director: Tom Bedell

Mission: To provide support for the efficient and effective operation of the Medical Assistance Administration.

DIVISION OF PROGRAM SUPPORT

Acting Director: Julie Lake

Mission: To provide high quality, user friendly administrative services to assist providers in delivering medical assistance program services to clients.

OFFICE OF INFORMATION SERVICES

Administrator: Rich Boyesen

Objective: To maximize the use of information technology so that necessary tools and information are available to staff and management at the appropriate time, allowing the best decisions to be made regarding funding, provision or reimbursement of services provided to our customers.

OFFICE OF QUALITY, EDUCATION AND EMPLOYEE SUPPORT

Administrator: Roberto Reyes-Colon

Mission: To serve as the single point of contact for coordination and delivery of Continuous Quality Improvement, Human Resources, Employee Development and Communication services to enhance the quality of MAA's work environment.



Simplifying the rules

Regulatory Improvement in the Medical Assistance Administration

This spring, Gov. Gary Locke and Secretary Lyle Quasim issued directives to critically review all of the written communications we issue that include policy changes or clarifications (WAC's, numbered memos, etc.) within the next four years.

MAA is working on our regulatory improvement activities in a collaborative partnership with the Economic Services Administration, the Aging and Adult Services Administration, and the Health and Rehabilitative Services Administration.

The goal is to have a coordinated effort to develop common processes, guidelines, forms and tools, where possible; develop training and writers' workshops for rule writers; and to create a database for tracking and monitoring.

- Staff in MAA and throughout DSHS will put into action the following fundamentals:
- Any rule promulgated is necessary and has statutory authority;
 - Any rule promulgated is clear, concise and coordinated with other areas of DSHS and other agencies;
 - All unnecessary, outdated or unclear rules are repealed or revised;
 - All policy issuances, manuals, etc. follow the above guidelines; and
 - We think creatively to identify administrative simplification opportunities.

In addition, we must describe the process we will use to evaluate the success of each amended rule and will explore the advantages of moving all DSHS rules into one rule title (a single title in the Washington Administrative Code).

The goals of this regulatory improvement process are to reduce the current rules through amending and repealing these rules; and to actively recruit involvement of the public and our stakeholders in the development of all our rule changes.

To achieve these goals, MAA chartered the Regulatory Improvement Team (RIT) that will coordinate policy reviews. MAA maintains 293 sections of Title 388 of the Washington Administrative Code. As of the end of July, the RIT had identified over 800 obsolete regulations and other issuances that are now slated for repeal.

The RIT is developing new internal review procedures for current issuances, new issuances and issuances under development.

A subcommittee of the RIT and other DSHS administrations held training for all managers, program managers and policy writers in MAA on Sept. 22. Additional training has been developed that will cover the new rule review process.

Members of the MAA RIT are Julie Lake (champion*), Judy Bergeron, Mike Freeman, Sharon Morrison, Marilyn Mueller, Ayuni Wimpee, Chris Bess, Ann Lawrence, Diane Weeden, Anne DeJarnette, Wendy Heath, Roxie Shaloli, Joanie Scotson, Patricia King, Allon Peterman, Adrienne Smith, Steve Kozak, Roberto Reyes-Colon and Dave Geiger.

Ultimately, the goal is to better serve all of our customers and stakeholders. Therefore, the rules need to be the most effective and least burdensome possible. This is our opportunity to effect change in collaboration with other areas of DSHS that will greatly enhance the quality of the service we provide. MAA staff are the ones who have the profound knowledge of the programs and processes we manage. No one could do this job better.

* The champion's role is to ensure the team has the resources it needs to do its job and remove any obstacles that get in their way. The champion also presents proposals to top management for buy off and provides guidance to the team regarding the overall organizational impact of a change proposal.

Making sense of the rules

UNDER THE DIRECTION OF SECRETARY LYLE QUASIM, ALL ADMINISTRATIONS ARE EXAMINING EXISTING RULES AND DETERMINING WHICH CAN BE ELIMINATED AND SIMPLIFYING THOSE WE NEED. FOR MORE INFORMATION ON HEARINGS FOR PROPOSED RULE CHANGES CHECK OUT THE RULES AND POLICIES ASSISTANCE UNIT WEB PAGES AT [HTTP://WWW.WA.GOV/DSHS](http://www.wa.gov/dshs).

During Phase 1, we had an Ad Hoc Labor/Management Committee that dealt exclusively with realignment issues. Currently, each division or office has a local labor/management committee. The chairs of these committees make up the labor side of the Town Square Labor/Management Committee that deals with cross-divisional issues.

MAA will be selecting the MAA Quality Steering Committee in the very near future. The Washington Federation of State Employees and 1199 will select bargaining unit members using their own process. Management will select non-bargaining unit members through staff elections.

PROCESS IMPROVEMENT TEAMS

MAA has several Process Improvement Teams. The Quest Instructors Team and the quality coordinators are available to support these teams as Continuous Quality Improvement coaches.

One is the Client Complaint Team. Their goal is to provide a simple, effective process for clients to obtain information and resolve problems as well as to assist MAA staff in identifying trends in the area of complaints. In addition to this team, Process Improvement Teams are planned for Provider Complaints and Employee Complaints.

Another Process Improvement Team is the Nursing Home Award Letter Team. Their goal is to reduce the negative impact of the ACES conversion on the nursing home Turn-Around-Document process. With the ACES system, the examiner must scroll through several screens in order to retrieve the information required to produce the Nursing Home Award Letters. The team has developed a macro that interfaces personal

computers with the ACES system. The result is one screen that contains all the necessary data. The team has submitted this proposal for approval based on their test data.

A third example of our continuous improvement efforts is the Client Enrollment Notification Team. This cross-divisional team has collected data on the paper enrollment process and telephone inquiries related to enrollment to clients. The team has found that clients are being enrolled in plans multiple times. The reason seems to be the lag between enrollment of clients and the client receiving their DSHS identification card and plan information.

The team has also researched options to accomplish early notification of enrollment to clients. They will implement the first pilot of the early client enrollment notice in mid-October. The expectation and goal of this process is to reduce duplicate enrollment mail-ins and to increase client access to toll-free lines by reducing the need for clients to call about enrollment confirmations.

CONCLUSION

We believe it is crucial to engage the Labor/Management Committee process as early as possible, and to maintain an active exchange of ideas. It is equally vital to establish and maintain effective communication throughout the organization. Lastly, management must give employees the tools, training and coaching they need to implement process improvement on the operational level. Education and coaching are absolutely essential.



Sharing our successes and commitment to reaching beyond the expected to the excellent

Each of the seven administrations has steering committees to assist in leading the department's efforts to continue providing quality services to the residents of the state of Washington. For more information on the quality improvement activities occurring throughout the department, contact Bill Wegeleben, internal quality consultant, at (360) 902-0865 or e-mail at bwegeleben@dshs.wa.gov. Please visit the DSHS Intranet Quality Improvement site at intra.dshs.wa.gov/news.htm for ongoing updates of plans, successes, and accomplishments.

Headquarters staff split wood and cleaned for others

The sky was gray with threatening clouds that Friday in September, but it didn't deter the DSHS volunteers from the Divisions of Community Relations, Access and Equal Opportunity, Developmental Disabilities the and Budget Division from joining over 720 state employees and community members in the Olympia area in a Day of Caring.

The annual event, sponsored by the United Way of Thurston County, matched the volunteers with 57 area projects benefiting local non-profit agencies. Participants completed \$60,000 worth of in-kind labor.



While the Community Relations Team split and stacked endless piles of firewood for the Boy Scouts' Camp Thunderbird, Budget Division volunteers undertook landscaping, pruning, and setting fence posts at the Community Youth Services' Eckburg House.

This was the fifth year for the Thurston County Day of Caring. United Way agencies throughout the state also host such volunteer days.

The dark clouds held off for most of the day. But finally, as muscles tired and chores were completed, they could hold back no more and the rains fell. They didn't dampen the feeling of satisfaction, though.



Wannabe lumberjacks from the Division of Community Relations, DAEO and DDD spent a Friday in September splitting and stacking wood for the Boy Scouts' Camp Thunderbird as part of the United Way of Thurston County's Day of Caring. Splitters were: (front row) Dave Black, Pierre Gautier, Gabriel Landry, (back arc) Kathy Spears, Lynn Morgan, Irenne Hopman, Debbie Kirkendall, Roberto Swain, Kevin Kernan, and Michael Lumsden. The team from the Budget Division working at another Olympia-area site were Judy Devine, Robin Campbell, Brad Carlson, Joanne Gripp, Joanne Hogan, Robert Schaffer, Tracy Sellens, Dave Sutherland, and Melvin Wood.

Just two hours a month could change a life and a community...

(Continued from page 1)

By pledging a minimum of two hours per months (24 hours per year; one day of your life) to work as volunteers with families and kids in our neighborhoods across the state, staff in DSHS can make a visible difference.

"Our strength is in our size," said Secretary Lyle Quasim. "If 17,000 DSHS staff each give 24 hours to this effort, we are in effect giving our communities 408,000 hours of free and very caring and talented labor."

Chris Trujillo, a community resource program manager with the Division of Children and Family Services, is a 17-year veteran in the field of child welfare, and a board member of the Issaquah Community Public Health and Safety Network which spearheaded the idea for the

pledge drive. She explained how the pledges work.

"Pledged hours can be spent in many ways, such as attending parenting classes, helping a child fix a bike, working with a local organization that benefits children, whatever the pledger chooses. United Way will process DSHS pledges and send them to local RSVP chapters. RSVP will match volunteers with the needs of the children and families in their communities."

Arlene Levy, campaign manager, added, "When we were kids, most of us had parents, babysitters, neighborhood moms, church members, den mothers, older cousins, grandmothers, aunts, - lots of adults relatively close by and all caring about and watching after us."

"Today parents work long and

stressful hours and neighbors do the same. We've all moved several times so relatives and friends are no longer close by; churches, scouts and other organizations play less of a role in our children's lives. What we're really after with this Community Counts Pledge Drive is creating a community norm that says, 'We value families and kids'."

"We're excited about this year, but the real impact will be over time as more and more people pledge to help their home communities," said Trujillo.

Want to get involved? It's easy! Just fill out the coupon below and send it to United Way. Staff are encouraged to make copies of the coupon and share it with friends and family members.

"We'd really love to hear people asking each other, 'Did you pledge yet?'"

Diversity Calendar

Each month throughout the year *The News Connection* features the next two months' special dates, provided by the Division of Access and Equal Opportunity. Help celebrate the richness of our world and the people of America. If you want a date in the next edition contact Roberto Swain at (360) 902-7845.

November

NATIVE AMERICAN HERITAGE MONTH
NATIONAL DISABILITY EMPLOYMENT MONTH

- 1 All Saint's Day
- 2 Mexico: Day of the Dead
- 3 Japan: Culture Day
- 4 Vote!
- 6 Sweden: Gustavus Adolphus Day
- 7 Marie Curie's Birthday
- 9 Cambodia: Independence Day
- 11 Veteran's Day
- 14 India: Children's Day
- 16 Scotland: Feast of St. Margaret
- 17 England: Queen Elizabeth Day
- 18 Latvia: Independence Day
- 20 U.N. Rights of the Child Day
- 24 Hmong New Year
- 26 Sojourner Truth Day
- 27 Thanksgiving Day
- 28 Holiday
- 30 Barbados: Independence Day

December

- 1 Rosa Parks Day
- 2 Laos: National Day
- 5 International Volunteer Day
- 7 Ivory Coast: Independence Day
- 10 Human Rights Day
- 11 UNICEF's Birthday
- 12 Mexico: Lady of Guadalupe Festival
- 13 Sweden: Santa Lucia Day
- 15 US: Bill of Rights Day
- 15 US: Indian Chief's Day
- 16 Mexico: Las Posadas
- 21 Malawi: Tree Planting Day
- 22 International Arbor Day
- 24 Chanukah
- 25 Christmas
- 26 Kwanza: African American Family Celebration
- 29 US: Wounded Knee Anniversary
- 31 New Year's Eve

Community Networks

The 1994 Youth Violence Reduction Act created Community Public Health and Safety Networks to work in partnership with the Family Policy Council. Their charter is to mobilize local communities to reduce youth violence, child abuse and neglect, domestic violence and other problem behaviors.

The Network have assessed local priorities and resources, developed long-range community plans, and are implementing preventive family support services.

The Family Policy Council, of which Secretary Lyle Quasim is vice-chair, also has an advisory committee with members from labor, business, youth, the Networks, and other local interests. The Committee is another link between the council and local communities. The labor representative on the Advisory Committee is John Birnel, Social Worker in the Seattle North DCFS Office and WFSE/AFSCME representative.

To take part in the Community Counts Volunteer Pledge Drive fill out and mail this coupon to:

**United Way of King County
Volunteer Center
107 Cherry Street, 7th Floor
Seattle, WA 98104-2266**

I WANT TO VOLUNTEER!

Name _____ Address _____
Phone _____
email address _____

- ☐ I pledge _____ hours for 1998.
- ☐ I will volunteer at _____ (name of organization.)
- ☐ Please tell me where my help is needed.
- ☐ Send me more policy information about the needs of families and children (via email).

Shared leave


Kahla (Jones) Beka, an administrative assistant 3 with Home and Community Services in Region 5, is in need of shared leave. She has a severe heart condition and has been instructed to take several months off. For more information, contact Mary Meath (253) 593-6160.

Antonette (Toni) Benham, with the Forms and Records/Warehouse in the Administrative Services Division, has been diagnosed with Bells Palsy/recurring paralysis and is in need of shared leave. She is currently undergoing diagnostic testing to verify the illness and will be returning to work on a sporadic basis until testing is complete. For more information contact Tori Smith (360) 902-8298.

Sharon Butler, a secretary senior with Region 2 Division of Developmental Disabilities, had heart surgery in late June and then a stroke. She needs additional surgery and will be on medical leave for an extended period. For more information contact Ina Schaap (509) 697-2135.

Linda Hannigan, a computer information consultant, recently had knee surgery and has been off work for the last two months. She has returned to work on a part-time basis. For more information contact Grace Elverum, (509) 533-2105.

You may donate annual leave if you have over 80 hours, sick leave if you have over 480 hours, and/or your personal holiday. Contact your personnel officer to donate leave.



RETIREMENTS

Cardwell, Frank W. 19 Yrs. AASA Field Services Office	Mason, Robert L. 23 Yrs. MAA/Division of Operation Support Services
Cary, Robert F. 9 Yrs. Western State Hospital	Ocampo, Ricardo L. 7 Yrs. King DCFS Central Support
Cavanagh, Maureen L. 30 Yrs. Medical Lake Plant Maintenance Service	Stanley, Dayton D. 30 Yrs. Region 4 Vocational Rehabilitation
Crab, Darlene M. 12 Yrs. Rainier School	Stevens, Velma J. 20 Yrs. Kitsap/Office of Child Care Policy
Cunningham, Adlena M. 22 Yrs. Pierce South CSO	Stitt, Jean S. 15 Yrs. Pierce/Office of Child Care Policy
Daugherty, Philip E. 2 Yrs. MAA/Division of Client Support	Sword, Marye Jo 21 Yrs. Western State Hospital
Ferrell, Shirley 13 Yrs. Fircrest School	Unruh, Rosalee 15 Yrs. Lakeland Village School
Gregg, Charles C. 10 Yrs. Maple Lane School	Way, Barbara A. 23 Yrs. Information Services Division
Hixson, Doris J. 20 Yrs. Western State Hospital	Willoughby, Joan L. 13 Yrs. Western State Hospital
Johnson, Marcella 28 Yrs. Pierce Central DCFS Office	Wilson, Carol A. 30 Yrs. Region 6 Vocational Rehabilitation
Mackey, Masae 24 Yrs. Budget Office	Zinnikas, Terry J. 30 Yrs. Community Services Division

These employees retired in August 1997

Staff recognized for outstanding accomplishments

Judi Hulst and Sarah Colleen Sotomish, both with the Division of Child Support, recently were honored by their peers with Excellence Awards from the National Child Support Enforcement Association (NCSEA). Presented annually, these are the only national awards of their kind. They are designed to spotlight outstanding accomplishments at all levels and across all disciplines in the field of child support enforcement throughout the U.S. The honor that accompanies the Excellence Awards is made all the more meaningful because it is bestowed by peers in the child support field. Judi Hulst, a Support Enforcement Officer 3 in DCS's Tacoma field office, was honored with this year's Outstanding Individual Staff Achievement Award for her many contributions and commitment to excellence in the child support enforcement program. Sarah Colleen Sotomish, manager of DCS's State/Tribal Relations Program, was honored this year with the Outstanding Individual Manager Award for excellence in leading and directing child support operations and staff.


Thank you

My heartfelt thanks to all employees who donated shared leave to me after my injury May 24. After two surgeries and many hours of physical therapy, I returned to work part time on Sept. 15. Because of your generosity I will be able to cover all my medical appointments until I again accrue my own leave time. What a wonderful group of people I'm fortunate enough to work with!

Debra Ramotowski, certified nurse consultant, Home and Community Services, Region 1

We're now on-line!

The News Connection is now available on the DSHS Internet home page. The address is <http://www.wa.gov/dshs>. In order to view the newsletter, which is a PDF (portable document formate) file, you must have Adobe Acrobat Reader installed on your computer. It is free software. If you need assistance with this, contact your computer information consultant.



SERVICE MILESTONES

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Elaine 15 Haight, Betty 15 Lattanzi, Sharon 15 Schaffert, Francine 20 Jenkins, Fred 20 Nichols, Kenneth 20 Nunnelley, Margaret 25 Klein, Linda 25 Watcher, Theodora 30 Haney, Donna	Child Study & Treatment Center 5 Miller, Marcey	Region 7 5 Threath, Cheryl 30 Bonnema, Frances 30 Finn, Judith 30 Halstead, Janis 30 Modun, Gary 30 Youngblood, Bonnie	Region 8 5 Threath, Cheryl 30 Bonnema, Frances 30 Finn, Judith 30 Halstead, Janis 30 Modun, Gary 30 Youngblood, Bonnie	Region 9 5 Threath, Cheryl 30 Bonnema, Frances 30 Finn, Judith 30 Halstead, Janis 30 Modun, Gary 30 Youngblood, Bonnie	Region 10 5 Threath, Cheryl 30 Bonnema, Frances 30 Finn, Judith 30 Halstead, Janis 30 Modun, Gary 30 Youngblood, Bonnie	Region 11 5 Threath, Cheryl 30 Bonnema, Frances 30 Finn, Judith 30 Halstead, Janis 30 Modun, Gary 30 Youngblood, Bonnie	Region 12 5 Threath, Cheryl 30 Bonnema, Frances 30 Finn, Judith 30 Halstead, Janis 30 Modun, Gary 30 Youngblood, Bonnie	Region 13 5 Threath, Cheryl 30 Bonnema, Frances 30 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